



## **CardPresso USB dongle is not working in Windows virtual machine**

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

### **Symptoms**

When I connect CardPresso USB dongle to the Mac and forward it to Windows virtual machine, I cannot see any files on the device.

### **Information**

Due to CardPresso USB dongles limitation there is a licensing issue when the device is used in Parallels Desktop.

CardPresso license cannot be identified, so it shows a completely empty device with no data inside.

This behavior is constant even if an official CardPresso licensing application is launched in Windows virtual machine.

Please contact [CardPresso](#) for additional information and further assistance.

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